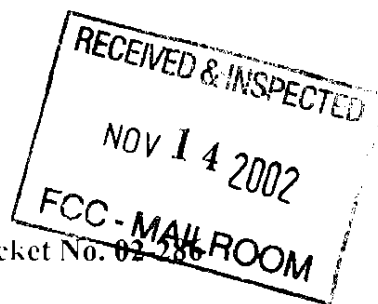




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November 4, 2002

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554



Re: IB Docket No. 02-286

Dear Ms. Dortch,

I am writing on behalf of **CallWave, Inc.** a customer of Global Crossing. With over ten million installed lines, CallWave is the nation's **fastest** growing local exchange carrier with services built entirely on next generation software-based switching technology. CallWave's customers can get all their **important** phone calls and save \$20 or more a month by **eliminating** one or more **regular** phone lines. The company's software phone lines use the public Internet as a virtual "last mile" for location-independent call delivery, providing dramatically reduced capital cost per customer and unleashing innovation and personalization **in the** applications that screen, route and deliver incoming calls. CallWave's **services** today provide valuable **incoming** call delivery to users on narrowband, broadband, and wireless-connected devices.

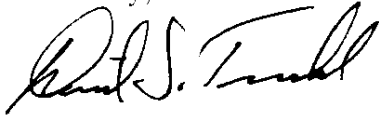
CallWave relies on Global Crossing for toll-free inbound and outbound US telecommunications services. As an extensive user of **sophisticated telecommunications** services, we have been watching the meltdown in the **telecommunications** sector with great interest and concern since a reliable **telecommunications** system is critical to our business. Throughout this period we have been **very impressed** with Global Crossing's ability to manage through the chaos and consistently deliver quality service and support. In addition, as a **more** general matter, we view the continued existence of competitors such as Global Crossing **to be** critical in assuring that innovative, high **quality** services are available to companies like ours who increasingly depend upon an advanced telecommunications network.

Since October 2001, Global Crossing has kept us **informed** about its restructuring efforts and has put into effect a plan that we believe will allow it to **thrive** and prosper upon emergence from bankruptcy, thereby assuring that we will **continue** to receive reliable, uninterrupted service and that it will remain an important competitive vendor in the telecommunications industry. We believe the proposed investment by each of Singapore Technologies **Telemedia Pte Ltd. ("STT")** and **Hutchison Telecommunications Limited ("HTL")** is critical to this restructuring effort and represents a **powerful endorsement** of Global Crossing's vision and strategy.

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We understand that the proposed investments by STT and HTL require approvals by the Federal Communications Commission. We urge prompt approval of the proposed investments so that Global Crossing can complete its restructuring plans and continue to provide services that are vital to our success as well.

Sincerely,

A handwritten signature in black ink, appearing to read "David S. Trandal". The signature is fluid and cursive, with the first name "David" being more prominent.

David S. Trandal  
Vice-President of Operations

cc: Honorable Michael C. Powell, Chairman